

# CALIFORNIA DEPARTMENT OF TRANSPORTATION

## DUTY STATEMENT

<b>CLASSIFICATION TITLE</b> Office Technician (Typing)	<b>DISTRICT/DIVISION/OFFICE</b> 22 Division of Human Resources	
<b>WORKING TITLE</b> Office Technician (Typing)	<b>POSITION NUMBER</b> 702-008-1139-	<b>EFFECTIVE</b> 09/01/2011

**As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.**

**GENERAL STATEMENT:** Under the general direction of the Office Services Supervisor II (OSS II) the Office Technician (OT) (Typing) will be part of a clerical support pool that will be responsible for performing a variety of general office duties within the Division of Human Resources (DHR). The OT will be flexible in accommodating changing workload priorities as needed to assist areas within DHR. The OT demonstrates a positive attitude and a commitment to provide quality service that is accurate, timely and exceeds our customers' expectations.

### **TYPICAL DUTIES:**

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
50% (E)	Based on departmental needs, will be asked to perform duties including, but not limited to, receiving, screening and directing incoming phone calls for different programs within DHR; respond to a wide variety of personnel inquiries, provide typed documentation for verification of employment at the request of employees regarding adoptions and home loans. May perform general office duties such as alphabetizing personnel documents for filing, ordering supplies and distributing special mail deliveries. Prepares documents for major distribution by coordinating the reprographics order and ensuring the final disposition. Schedules, pulls and prepares Official Personnel Files (OPF) for review. Ensures OPF files are purged, updated and maintained according to the department's retention schedule.
40% (E)	Assists with typing and creating charts for managers or supervisors. Create and update Excel spreadsheets. Coordinate, type, and send letters to candidates not selected for DHR positions. Schedule meetings, reserve conference rooms and audiovisual equipment. Greet staff from other offices and agencies and visitors. Escort guests to appointments, interviews, examinations, or meetings.
10% (M)	Key Personnel Action Request Form (PARF) information into the PARF log for operations analysts. Act as backup in areas that need assistance.

---

<sup>1</sup> ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned  
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others

### **SUPERVISION EXERCISED OVER OTHERS**

None

### **KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS**

Must possess good organizational skills, knowledge and practice of superlative telephone reception techniques; ability to operate basic office equipment and computer programs such as Microsoft Office. Must possess a valid typing certificate with the ability to type 40 words per minute.

### **CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

Incorrect information provided to the public and Department employees may damage the Department's credibility. Incorrect information to employees could have a serious impact on their employment benefits.

Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

### **PUBLIC AND INTERNAL CONTACTS**

The incumbent has daily contact with DHR staff, the public, visitors, management, and other personnel throughout Caltrans and other agencies. The incumbent must maintain a good working relationship with all customers, internal and external. The incumbent must work with others in a cooperative and professional manner.

### **PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS**

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee must respond appropriately to situations. Employee may need to bend, stoop, and kneel. Employee must be able to organize volumes of varied documents. Employee must be able to multi-task and prioritize work.

### **WORK ENVIRONMENT**

Employee will work in a climate-controlled office under artificial light. The work site may have limited viewing access to the outdoors and the incumbent will work in a cubicle office setting.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator).

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

\_\_\_\_\_  
Supervisor Name (please print)

\_\_\_\_\_  
Supervisor signature

\_\_\_\_\_  
Date